

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.	Conf. No.: 3849
Application No.: 10/674,562	Art Unit: 2614
Filed: September 30, 2003	Examiner: DEANE, W. J. Jr.
Title: ESTIMATION OF EXPECTED VALUE FOR REMAINING WORK TIME FOR CONTACT CENTER EMPLOYEES	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 35 U.S.C. 111

Sir:

The following remarks are provided in response to the Office Action of April 14, 2009.

Amendments to the Claims are reflected in the listing that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.